

# E-mail Migration FAQ

## Exchange Mail Account FAQ:

**Q:** I received mail messages from COT about the migration to Exchange 2003. What was the time frame for migrating to Exchange 2003?

**A:** From a high level overview the project was broken down into five phases:

**1.** Changing Windows 4.0 accounts to AD for mailbox migration. (August 22nd - September 20<sup>th</sup>, 2005). This included changing the permissions on all mailboxes from using Window NT 4.0 accounts to Active Directory accounts.

**2.** Install the Active Directory Connector (ADC). (September 23rd – October 20<sup>th</sup>, 2005)

The ADC replicates and synchronizes Exchange 5.5's directory with Active Directory. Exchange 2003 utilizes Active Directory for its directory service.

**3.** Installation and testing of Exchange 2003. (October 21st - November 15<sup>th</sup>, 2005)

Exchange 2003 is installed and tested with "Beta Test" users. Testing to include fax and BlackBerry services.

**4.** Migrate user mailboxes to Exchange 2003. (November 15th – December 31<sup>st</sup>, 2005)

All users were migrated to Exchange Server 2003 from Exchange 5.5

**5.** Uninstall the ADC and decommission Exchange 5.5. (January 1st – January 15<sup>th</sup>, 2006)

Please remember that the dates shown above were **estimates** and were subject to change.

**Q:** COT has created accounts for my users to logon to mail, how will COT determine the username and passwords?

**A:** COT will create the user accounts with the same account name as the previous account if possible, if the account name already exist then a 01, 02, 03, etc will be appended to the previous account name. Passwords for these accounts will be generated at random, nine characters in length and complex.

**Q:** I have some applications that use a MAPI or Outlook logon how should I handle these mailboxes?

**A:** COT would prefer that you switch the logon to the mail box if possible. In instances where this is not possible please let the COT Messaging team know as soon as possible so that we can make arrangements to exclude the mailbox from the permission removal process.

**Q:** Can I change the Pre-Windows 2000 Logon name for a mail user that COT created?

**A:** No, not before we remove the old NT accounts off the mailboxes. We estimate that the old NT accounts will be removed from mailboxes on September 20<sup>th</sup>. COT has a mapping between the old account and the new account, when we remove the old account from the mailbox we intend to replace it with the new account, if an account changes then the procedure will fail and the mailbox will be left with out a Primary Windows NT logon. This can result in the mailbox being inaccessible by the user.

**Q:** Can the technical contact for an agency request a list of accounts and passwords?

**A:** The COT messaging team can provide the a technical contact with a listing of old and new accounts or an export of their container in Exchange 5.5, which will show the new accounts, but COT cannot provide a list of passwords.

**Q:** What applications will this affect?

**A:** This will not change the way user's logon to workstation; this change will only affect Outlook and associated mail application such as the Blackberry Desktop.

**Q:** Our cabinet/agency will be migrating into Active Directory after these accounts have been created, how will this effect our migration?

**A:** The accounts the COT has created will have a minimal effect or no effect on your migration as COT hopes that these accounts would become the permanent accounts. If you are using the ADMT to clone accounts and populate the SID history then there are some minor changes that may need to be made to the configuration of the ADMT which will replace the COT created account with the ADMT migrated account while retaining the mail attributes. COT will publish a document showing the settings changes the will need to be made. If you are not using the ADMT to migrate accounts the users can use the COT mailbox accounts for accessing resources.

**Q:** What happens if I delete a user that COT has created?

**A:** In the short term, the user would loose access to the mailbox, as the mailbox will no longer have an NT account associated with it. After the ADC (Active Directory Connector) for Exchange 2003 is installed the mailbox will be deleted as well. Exchange 2003 stores the mailbox as a property of a user, when the ADC or Exchange 2003 is implemented, the primary account for a mailbox and the mailbox becomes permanently linked, and deleting the account deletes the mailbox. Therefore if you have any questions about deleting a user that has a mailbox please contact the COT messaging team.

**Q:** COT created users accounts for my users in Active Directory but I had already accounts in AD for those users?

**A:** Please Contact COT immediately. Once the ADC/Exchange 2003 has been put into place it becomes much more difficult to change the primary account for a mailbox.

**Q:** Will COT be adding additional information to this FAQ?

**A:** Yes, quite frequently as new questions are asked we will update the FAQ. Please check back often.

**Q:** Can I change the Pre-Windows 2000 Logon name for a mail user that COT created?

**A:** No, not before we remove the old NT accounts off the mailboxes. We estimate that the old NT accounts will be removed from mailboxes on September 20th. COT has a mapping between the old account and the new account, when we remove the old account from the mailbox we intend to replace it with the new account, if an account changes then the procedure will fail and the mailbox will be left with out a Primary Windows NT logon. This can result in the mailbox being inaccessible by the user.

**Q:** How do I know what my domain name is?

**A:** Your domain name can be found in the message you received with your new account info. The domain is the part to the left of the \ and your username is the part to the right of the \ For example, a user named JUSER in the domain named MYDOMAIN would read *mydomain\juser* in the message.

**Q:** What if I have a mailbox that is owned by a group rather than a user?

**A:** For the time being we need to assign an active directory user as the owner, then add the MEMBERS of the group to the permissions for the mailbox.